

EBT Coordinator Update



FROM PAPER TO PLASTIC

#15 March 25, 2003

Move to 1 West Wilson

The EBT team will move to the DHFS building at 1 West Wilson in Madison on Monday, March 31, 2003. We will keep the same phone numbers but will have a new mailing address and email addresses. Our new mailing address is: DHFS, Division of Health Care Financing, 1 West Wilson, room 350, PO Box 309, Madison, WI 53701-0309. Effective March 31, our new email addresses are: Tim Burnett - Burnetf@dhfs.state.wi.us
Judy Woelfel - woelfja@dhfs.state.wi.us Annette Duffey - duffeam@dhfs.state.wi.us

Change to PIN Select Procedure

In the near future, QUEST cardholders will follow a new procedure to select or change their PIN. Cardholders will call 1-877-415-5164 and follow the prompts. They will press 4 to select or change a PIN and then the Automated Response Unit (ARU) will ask the caller to enter or speak his/her six-digit birthdate in month, day, year order. If successful, the ARU will ask the caller to enter or speak his/her nine-digit social security number followed by the # sign. If successful, the caller will be asked to enter or speak the 4 digits that s/he would like to use as his/her PIN number. Authorized buyers and food stamp payees must enter or speak the date of birth and the social security number of the primary person for the FS AG. (The primary person's date of birth and SSN are displayed on CARES screen ANID.) The caller will no longer be transferred to a customer service representative to get a control number and another phone number to call to select the PIN. We believe that this new PIN selection procedure will be less complicated for the majority of Wisconsin QUEST cardholders.

With this change, step 15 of the EBT Client Helpline Script will also be changed from "For PIN replacement, press 4" to "For PIN selection or replacement, press 4". This will provide clearer directions to callers who want to select their PIN for the first time.

We ask that EBT coordinators or other designated staff in each local agency test the new ARU PIN select process during a test period. Test procedures will be emailed to EBT Coordinators in the next several weeks. Please share this information with staff in your agency who provide EBT training and assist food stamp clients with EBT issues. We will be asking for your feedback on the new ARU script.

We do not plan to notify clients of this change. The ARU provides clear and concise information regarding the PIN selection process. Citicorp EFS has implemented Single-Call PIN in several states without advance notification to clients and most clients quickly adjusted to the change.

Clients with hearing problems, or who, for other reasons cannot select a PIN in this manner, must be able to select a PIN at the local agency using the CAPS device. For security reasons, Citicorp Customer service representatives should never select a PIN for the cardholder. They can assist with training if the caller does not successfully select a PIN after 3 tries. If callers do not correctly speak or say the date of birth or social security number, the ARU will advise them that they may select their PIN by visiting the local office.

Spanish CEFS Customer Service to Mexico

Citicorp Electronic Financial Services (CEFS) announced the operations of a new call center focusing on the needs of Spanish speaking callers. MSource, headquartered in Irvine, California and a current member of the Citicorp EFS team, will own and operate this new center located in Tijuana, Mexico. Callers who select the Spanish service option will be routed to this call center if they require the assistance of a Customer Service Representative (CSR). 640-720 calls are placed to Spanish-speaking CSRs each month. The call center will go live for Wisconsin callers on March 24, 2003.

DWD Partner Email Directory

If you signed up for EBT updates on the DWD partner email directory, you were sent an email on 3/10/03 advising you that this distribution list has been discontinued. State EBT staff no longer have access to the distribution list associated with the DWD Partner Email directory. Annette Duffy has and will continue to maintain an EBT Coordinator distribution list. Continue to contact her at (608) 266-5498 to report EBT Coordinator changes. We can add one more name to the EBT Coordinator distribution list as a backup for each Coordinator and will be contacting EBT Coordinators for this information sometime after 3/31/03.

Citicorp Fix for CARES-ordered Quest Cards Issued in Active Card Status

CARES-ordered cards should be issued with an inactive (00) card status on the Citicorp system. We began to see CARES-ordered cards issued in active (01) status after a fix was done for the PIN carry-over problem for cards ordered through Citicorp customer service. The card status problem was fixed on 3/5/03. The Citicorp Card History Inquiry screen still displays the message "New Card- Keep Same PIN" but the card has an inactive (00) status. A future fix will be done so that this message does not display for CARES-ordered cards.

EBT Tip Regarding Primary Person Name Changes

This DXBM message displayed on 3/12/03: When the primary person is a QUEST cardholder and you change any part of the name on ANID, CARES will send a request to CEFS to create a new QUEST card. You will see the new cardholder record on BIET the next day. To keep CARES and CEFS cardholder names and addresses in sync, the primary person should select a PIN for the new card when s/he receives it. This will cancel the previous card. Advise the primary person that a new card is coming in the mail and that s/he should select a PIN for the new card. S/he should call CEFS customer service if s/he does not receive the card in five business days. Also tell the primary person not to change the PIN for the card in his/her possession by calling CEFS customer service, as this will cancel the new card that was ordered. The card status on the CEFS system is 09 - the code for a system cancelled card. CEFS Customer service will not replace a card that has been cancelled for this reason. Contact the CARES Call Center to report this problem. The State will order a QUEST card with the correct name and address through CARES to correct the situation.